



The purpose of this evaluation is to assist the Office of Dispute Resolution to improve the quality of its services, specifically due process, mediation, and facilitated resolution meetings. Please circle only one answer, unless otherwise indicated. Feel free to write comments or notes, explaining or qualifying your answers.

*Please answer the following questions by checking the appropriate box.*

**I. COMMUNICATIONS, COURTESY, AND PROFESSIONALISM**

	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE	POOR
a. In my interactions with ODR office staff, staff was professional, helpful, and courteous.					
b. The ODR was open and staff was available to provide assistance when I came to the Office during normal business hours.					
c. I called during normal business hours and the telephone was answered promptly and professionally.					
d. A physically comfortable space was available in which to wait for the prehearing/hearing to begin.					
e. The hearing room was adequate in size for the hearing					
f. The hearing room was comfortable in temperature.					
g. The hearing room was available for the set time period of the hearing.					
h. There was sufficient room availability for me to confer privately with my attorney.					

**Due Process Evaluation**

1. Please identify your role:

- ☐ Parent/Family Member
- ☐ Administrator/School Representative
- ☐ Attorney for Parent
- ☐ Attorney for LEA
- ☐ Other \_\_\_\_\_

2. Was a resolution meeting held after the hearing was requested?

- ☐ Yes
- ☐ No

If not, why? \_\_\_\_\_



3. If a resolution meeting was held, was a settlement agreement reached as a result of the resolution meeting?
- ☐ Yes  
☐ No
4. Was mediation attempted at any point after the hearing was requested?
- ☐ Yes  
☐ No
- If not, why? \_\_\_\_\_
5. Were you advised that mediation was an option in addition to the resolution meeting?
- ☐ Yes  
☐ No
6. If mediation was attempted, was a settlement agreement reached as a result of the mediation?
- ☐ Yes  
☐ No
7. If you participated in the prehearing conference, do you feel it was helpful and effective in clarifying the issues to be addressed in the hearing? Please use a scale of 1-5 with a rating of "1" being "not helpful" and "5" being "very helpful".
- ☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5
8. Did the hearing officer conduct the hearing in a professional manner? Please use a scale of 1 to 5 with a rating of "1" being "unprofessional" and a rating of "5" being "very professional".
- ☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5
9. Did you feel that the decision of the hearing officer was fair and based on the evidence presented at the hearing? Please use a scale of 1 to 5 with a rating of "1" being "unfair/not based on the evidence" and "5" being "fair/ based on the evidence"?
- ☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5



District Of Columbia  
Office of the State Superintendent of Education  
Office of Dispute Resolution  
810 First Street, NE, 2nd Floor, Washington, DC 20002  
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10. Were you given a fair opportunity to present your case?

- ☐ Yes  
☐ No

11. What was the outcome of the Due Process Hearing?

- ☐ Case withdrawn  
☐ Case dismissed by Hearing Officer  
☐ Case settled  
☐ Decision by Hearing Officer

12. If a decision was issued, was the decision of the hearing officer in your favor?

- ☐ Yes  
☐ No  
☐ In part

13. Were you able to clearly understand the hearing officer's written decision?

- ☐ Yes  
☐ No  
☐ I didn't read the decision  
☐ Other \_\_\_\_\_

#### **FEEDBACK ON NEW REBRANDING MATERIALS/LOGO**

1. Please rate the effectiveness/helpfulness of our information pamphlets? Please use a scale of 1 to 5 with a rating of "1" being ineffective/ not helpful and a rating of "5" being "very effective/ very helpful".

- ☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5

Please provide any suggestions or comments for improvement to the due process system below:

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### Mediation Evaluation

*Please answer the following questions by checking the appropriate box.*

1. Please identify your role:
- ☐ Parent/Family Member
  - ☐ Administrator/School Representative
  - ☐ Attorney for Parent
  - ☐ Attorney for LEA
  - ☐ Other \_\_\_\_\_

2. Prior to the hearing, what meetings, if any, did you have with the school to try and resolve your complaint?

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3. Did you feel those meetings were/would have been useful? Why or why not?

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4. Please provide any suggestions for improvement to the mediation program.

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**Facilitated Resolution Meetings Evaluation**

1. Please identify your role:
- ☐ Parent/Family Member
  - ☐ Administrator/School Representative
  - ☐ Attorney for Parent
  - ☐ Attorney for LEA
  - ☐ Other \_\_\_\_\_

2. Prior to the hearing, what meetings, if any, did you have with the school to try and resolve your complaint?

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3. Did you feel those meetings were/would have been useful? Why or why not?

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4. Please provide any suggestions for improvement to the mediation program.

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Additional Comments/Concerns:

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THANK YOU FOR COMPLETING THE EVALUATION QUESTIONNAIRE.